



AA Inspection Report 2018 Camping and Caravan Parks

River Dart Country Park, ASHBURTON, Devon TQ13 7NP

Establishment Operation Details

	Male	Female	Unisex	Disabled
WCs 12 su +	13	19		
WHBs	13	3		
Showers	18	22		
Cubiced WHB	3	15		
Cubiced WC + WHB	1	2	1*	
Cubiced WC, WHB & Shower			3 (also for disabled)	
Bathroom ctg bath+wc+whb			2*	

* all with Baby Board

Summary

AA Pennant Rating	4 Pennant
AA Quality Score	88%
Inspector	Chris Pike
Date of Inspection	14 th May 2018
Discussion with	Sophie
Position	Reception
Email Address	roger@riverdart.co.uk

Overall Comments

This popular campsite located on the edge of Dartmoor has something for everyone. I met with Sophie in the reception and she was happy for me to carry out my inspection on my own. The extensive grounds are well maintained with the pitches clean, tidy and well marked out. The facilities were spotless with good attention to detail paid to the cleaning, not an easy job on a site of this size. The activities on offer are varied, mainly based on action and adventure with a good programme of events planned for most days. The bar/restaurant area is a popular venue offering a good range of food and drink. Key features include;

- Varied range of action and adventure activities
- Bar/restaurant with outside seating
- Well-stocked shop
- Wi-Fi across all the park
- Spotless facilities

I can confirm that the AA classification remains at 4 Pennant with a slight increase in the quality score to a good 88%.

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1 PENNANT

1.1	An adequate drinking water supply and reasonable drainage	Y	
1.2	CDP arrangements, ideally with running water & ideally flush system	Y	1 only at Woodlands – clean and well screened – very good
1.3	Flush toilets & toilet paper. If no sanitary facilities, please state clearly	Y	
1.4	Maximum 30 pitches per campable acre – give figures	Y	170 Tourers – 20 acres
1.5	Adequate refuse disposal, clearly signed	Y	Well screened areas around park – good to see sink + running water at these points. Full recycling at each; also started recycling food and developing compost bins
1.6	Well-drained ground, and some level pitches	Y	Pitch markings inadequate
1.7	Entrance and access roads of adequate width and surface	Y	Excellent roadways, some new, others resurfaced
1.8	Whereabouts of emergency telephone shown	Y	At shop
1.9	At least 5% of pitches for tourists – give %	Y	100%
1.10	Urgent telephone numbers signed	Y	At shop
1.11	LFA needs satisfied	Y	

2 PENNANTS

2.1	Parks in addition to the requirements above offer an increased level of facilities, services and customer care plus good security and ground maintenance	Y	
2.2	Separate washrooms, including 2 WCs and 2 WHBs/gender/30 pitches	Y	3 blocks plus 28 day field
2.3	Hot and cold water direct to EVERY basin	Y	Good flow rate
2.4	Externally-lit toilet blocks	Y	
2.5	Warden available during day, and 24-hour contact number signed	Y	
2.6	Whereabouts of chemist/shop clearly signed	Y	
2.7	Dish-washing facilities, covered and lit	Y	In all blocks – clean and well appointed
2.8	Reception area	Y	Good small reception plus touring reception and warden cabin on camping field
2.9	Consider basic site security	Y	In and out barriers

3 PENNANTS

3.1	Many parks come within this rating and the range of facilities is wide. All parks are to a very good standard	Y	
3.2	Evenly-surfaced roads and paths	Y	Excellent roads throughout
3.3	Decent, modern or modernised toilet blocks, all-night lit, to contain: mirrors, shelves & hooks, shaver/hairdryer points, lidded waste bins in ladies toilets, uncracked toilet seats, soap and hand dryer/towels	Y	All blocks very clean. Picnic block has good quality wall boarding. Meadows block good wall boarding - nicely mixed with traditional pine cladding.
3.4	Modern shower cubicles ideally with doors & free hot water	Y	Spacious; good drying area; seats
3.5	Electric hook-ups – please give number & % of pitches	Y	153=90%
3.6	Some hardstandings/wheel runs/firm, level ground – please give number & % of pitches	Y	36=20%
3.7	Laundry with drying facilities, separate from toilets – details	Y	3 laundries total = 7WM+9TD+1SD + 2i&b + freezers. Drying room available as so many water-based activities on site
3.8	Child playground with some equipment/games room/recreation area, unless park specifically geared towards adults only	Y	Very good facilities in several areas; low wires adventure area (free); plus excellent adventure play areas for various ages + a play lake, tennis courts, bike hire, woodland and riverside walks, games room with pool tables & amusements, organised events most days.
3.9	Public telephone on site or nearby, available 24 hours, where mobile phone reception is poor	Y	
3.10	Free hot water for dishwashing	Y	
3.11	Some reasonable efforts at providing site security and supervision	Y	In and out barriers

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3.12	Warden's hours and 24-hour contact number clearly shown	Y	In reception
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4 PENNANTS

4.1	Have achieved an excellent standard in all areas, including landscaping of grounds, natural screening and attractive park buildings, and customer care and park security	Y	Well laid out country park
4.2	Quality and upmarket toilet facilities ideally in all blocks	Y	All now refurbished to good standard
4.3	Spacious vanity-style WHBs ideally in all blocks, at least 2/25 pitches/gender, including some in cubicles	Y	
4.4	Fully-tiled, or equivalent showers, with dry areas, shelves and hooks, doors (not curtains) min 1/30 pitches/gender. Should be free.	Y	
4.5	Some WC/WHB cubicles	Y	
4.6	Baby-changing facilities	Y	Plentiful – good family rooms
4.7	Quality shop on site, or within a reasonable distance	Y	Good shop
4.8	Warden available 24 hours	Y	
4.9	Reception area open during the day, with tourist information available	Y	
4.10	Internal roads, paths and toilet blocks lit at night	Y	
4.11	A maximum of 25 pitches per campable acre	Y	
4.12	Toilet blocks heated October to Easter	Y	
4.13	Minimum 50% electric hook-ups – please give numbers and % of pitches	Y	153=90%
4.14	10% hardstandings where necessary – please give numbers and % of pitches	Y	36=20%
4.15	Late arrivals enclosure, or arrangements made	Y	
4.16	Good on-site security and supervision commensurate with site	Y	Good barrier system

5 PENNANTS

5.1	Premier parks are of an extremely high standard, set in attractive surroundings with mature landscaping. Facilities, security and customer care are of an exceptional quality	N	
5.2	Several designated self-contained cubicles ideally containing WC, WHB + shower/bath. Remaining WHBs ideally cubicled.	Y	2 bathrooms with WHB/WC and 3 fully-serviced cubicles (also for disabled)
5.3	All toilet blocks to be heated	Y	
5.4	Fully-serviced pitches at least 25% of total – give percentage	N	
5.5	Electric hook-ups to at least 75% of pitches – give percentage	N	Not quite
5.6	Hardstandings (where necessary), at least 20% - give numbers	Y	
5.7	Motorhome service point with access for large units	Y	Good and out of the way – suitable for large vehicles – grey and black waste dumping
5.8	Excellent supervision and security including barriers etc	Y	
	Premier Parks may also provide		
P1	Heated swimming pool	N	
P2	Quality shopping facilities	Y	Good shop – well stocked
P3	Café or restaurant, as well as bar	Y	Nice bar and restaurant
P4	A designated walking area for dogs (if accepted)	N	

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